

MEMORANDUM

1/9/2012

TO: David Dise, Director, Department of General Services
Joe Adler, Director, Office of Human Resources
Patrick Lacefield, Director, Office of Public Information

FROM: Chris Cihlar, CountyStat Manager

SUBJECT: Internal Survey

The following items were identified for follow-up during the 1/6/2012 CountyStat meeting:

Determine feasibility of using Internal Customer Satisfaction Survey format for DGS contract administrators.

Responsible parties: none
Other parties involved: CountyStat, DGS
Deadline: 6/1/2012

Add a section about 311 to the Internal Customer Satisfaction Survey, and break up OHR into separate areas.

Responsible parties: none
Other parties involved: CountyStat
Deadline: 10/1/2012

Hold discussions with department-heads to address customer complaints about getting Human Resources-related information from 311.

Responsible parties: OHR, PIO
Other parties involved: CountyStat
Deadline: 6/1/2012

Host discussions with department managers to determine reasons for low level of effort ratings and come up with possible process improvements.

Responsible parties: CountyStat
Other parties involved: none
Deadline: 7/1/2012

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer